



A GUIDE TO

Your Hospital Stay



UPMC Presbyterian



UPMC | PRESBYTERIAN



WELCOME LETTER FROM SANDY RADER, PRESIDENT

Welcome to UPMC Presbyterian and thank you for trusting us with your care.



At UPMC Presbyterian, we know that quality is more than state-of-the-art clinical services and advanced technology – quality is treating our patients with care and compassion, listening to their ideas, and using their feedback to improve our services. We also know that hospital stays can be stressful, so we have developed a few ways to help you feel as comfortable as possible.

During your stay, you can expect to be visited by a nurse leader, who manages all staff members on your unit. We call this **nurse leader rounding**. This visit will take less than 5 minutes and helps us be sure that your care needs are being met. You will also see our nurses doing **bedside shift report**, which is when the nurse going off duty meets with you, your support person(s), and the nurse coming on duty who will start taking care of you. Please use these opportunities to ask questions and share any concerns or suggestions you may have.

You will also see a white board in your room called the **communication board**, which is a tool we use to help keep you updated on the important details of your care during your stay. This will list things such as your room number, diet, activities, upcoming tests, and the names of your care team members. Every day, we will also give you a printed document called **My Daily Plan of Care** that will list your scheduled procedures, tests and lab results, and medicines. We encourage you to share this care plan with your support person(s).

Your feedback is important to us as it guides how we care for our patients. **Nurse leader rounds, bedside shift report, communication boards, and My Daily Plan of Care** are ways for you to tell us about your needs and share any concerns you may have about your care.

After you leave the hospital, **you may receive a survey through mail or email** that will ask you questions about your stay. I would like to personally request that you please take a few moments to complete this survey to let us know how we did. Your input is very important in our efforts to give our patients and support persons the best possible experience.

I want to personally thank you for choosing UPMC Presbyterian and for your input so we can continuously improve the services we provide.

Sincerely,

Sandy Rader
President, UPMC Presbyterian



LANGUAGE INTERPRETATION SERVICES

You have access to interpretation services 24 hours a day, 7 days a week at no cost to you.

This chart includes languages commonly spoken in our community. Additional languages are available. For more information or to request language interpretation services, please ask a care team member.

English: Do you speak [language]?
We will provide an interpreter at no personal cost to you.

Spanish	Spanish Español ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	Somali	Somali Af Soomaali Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaaw lacag ah.
Nepali	Nepali नेपाली तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि निःशुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।	Burmese	Burmese မြန်မာ သင် မြန်မာစကား ပြောပါသလား။ ကျွန်ုပ်တို့ စကားပြန် တစ်ဦးကို သင့်အတွက် ကုန်ကျစရိတ် မရှိစေပဲ ပေးပါလိမ့်မည်။
Arabic	Arabic اللغة العربية هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك.	Kirundi	Kirundi Ikirundi Uvuga ikirundi? Tuzokuronsa umuntu agusigurira ata mahera utanze.
Mandarin	Mandarin 中文 您讲国语吗？我们将免费为您提供翻译。	Bengali	Bengali বাংলা আপনি কি বাংলায় কথা বলেন? আমরা আপনাকে একজন দোভাষী (ইন্টারপ্রিটার) দেব যার জন্য আপনার ব্যক্তিগতভাবে অর্থব্যয় করতে হবে না।
Swahili	Swahili Kiswahili Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.	Korean	Korean 한국어 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.
Russian	Russian Русский Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	Kinyarwanda	Kinyarwanda Ikiyirwanda Mbese uvuga ikinyarwanda? Tuzaguha umusemuzi utiyishyurira wowe ubwawe.
Vietnamese	Vietnamese Tiếng Việt Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.	French	French Français Parlez-vous français ? Nous vous fournirons gratuitement un interprète.
Uzbek	Uzbek O'zbek tili Siz O'zbek tili da gaplashasizmi? Biz bepul tarzda sizga tarjimon beramiz.	Italian	Italian Italiano Parla italiano? Le forniremo gratuitamente un interprete.

UPMC LIFE CHANGING MEDICINE

American Sign Language (ASL)



CYRACOM
Language Solutions



TIPS FOR YOUR HEALTH AND SAFETY IN THE HOSPITAL

- **Review your care plan.** Each day you will receive a printed document called *My Daily Plan of Care*. It has information about your care in the hospital such as diet, tests, and laboratory results. Please ask your nurse if you do not receive the document.
- **Talk to your health care team.** Feel free to ask questions or have something explained if you do not understand. We encourage you to take notes and include your support person(s) to help you make important decisions.
- **Know your medicines.** Do not take any of your personal medicines unless your doctor or nurse tells you it is okay. You should give them to someone to hold for you. Before you leave, you should know the names of your medicines, the reason you need to take them, and possible side effects.
- **Control your pain.** We want you to be as comfortable as possible. Let us know as soon as you start to feel pain. If you get pain relief before the pain becomes bad, it takes less medicine to make you feel better.
- **Get your rest.** Rest is an important part of the healing process. Earplugs are available to help reduce noise. Please ask a member of your care team.
- **Prevent infections.** The most important step in preventing the spread of germs and infection is **handwashing**. When washing, rub your hands together vigorously. It's OK to ask anyone who enters your room if they have washed their hands! Try not to touch medical devices and minimize clutter in your room so surfaces can be cleaned.
- **Be a partner in your care.** Devices that go inside your body, such as a catheter in your bladder or an IV in your arm or neck, may be a source of infection if left in longer than necessary. It's OK to ask a care team member when they can be removed.
- **Be aware of fall risks.** There are many reasons people feel unsteady when getting out of bed or walking by themselves. As needed, ask for help before getting up. Non-slip socks are also available. Ask your nurse.
- **Stay active.** An important part of feeling better is getting out of bed and moving. Talk with your care team about safely getting out of bed.
- **Protect yourself and others by not smoking.** Smoking is not allowed on UPMC property. This includes hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations such as UPMC-owned sidewalks.



For a full library of health education materials, go to [UPMC.com/HealthLibrary](https://www.upmc.com/HealthLibrary).



CONDITION HELP

Condition Help is a 24/7 patient safety hotline that patients and support persons can call when there is:

- An emergency when patients or support persons cannot get the attention of hospital staff
- A communication breakdown with the care team in how care is given
- Uncertainty over what needs to be done

To activate Condition Help, call **412-647-3131** and a rapid response team will be sent to your room.



SAFETY AND SECURITY

We want to keep all of our patients, support persons, and staff safe. Our Security Department is available 24 hours a day, 7 days a week. To contact Security, please call **412-647-3191**.

Patient Personal Property

Please leave personal property at home or with a support person. If that is not possible, please tell your nurse. UPMC is not responsible for any patient valuables or other personal property brought to the hospital. Do not bring in or use appliances that plug into wall outlets (fans, radios, televisions, heating pads, or blankets). Most battery-powered devices are allowed. Please check with your nurse.

Video and Photography

UPMC reserves the right to prohibit, for any reason, personal photography or video or audio recording by a patient, a patient's family member, or a patient's visitor. Photographing, filming, or recording another patient, or a UPMC staff member, without that person's consent is never permitted. Violations may result in confiscation of the photograph or recording, and/or requiring the person violating the policy to leave the UPMC hospital. Photographing or filming the birth of a baby may be permitted, subject to appropriate limitations, when all parties have given their consent.

Security Escort Service

Security escort services are available to walk you to your car after hours. If you want an escort, please call **412-647-3191**.

UPMC No Weapons Policy

UPMC does not allow weapons or illegal substances of any kind on its property, regardless of any permits you may have. UPMC reserves the right to search patient rooms and belongings, and to remove medicines or supplements not prescribed by your doctor, as well as weapons, illegal substances, or other items considered unsafe for the care environment.



TV CHANNELS

Television service is provided free for our patients.

2	C-SPAN	39	Cartoon Network
3	UPMC Welcome	40	Disney Channel
5	WPCB (Cornerstone TV)	41	A&E
6	KDKA (CBS)	42	Lifetime
7	WPGH (FOX)	43	MSNBC
8	WTAE (ABC)	44	VH1
9	WQED (PBS)	45	E!
10	WPMY-22 (My TV)	46	History
12	WPXI (NBC)	47	AMC
14	Municipal Services	48	PCN
15	WPCW (CW)	49	Food Network
16	The Weather Channel (TWC)	50	Animal Planet
19	WGN	51	HGTV
20	QVC	52	TNT
23	TBS	53	ION
24	MTV	54	Comedy Central
25	USA Network	55	FX
26	Nickelodeon	56	BET
27	ESPN	57	TV Land
28	ESPN2	58	Travel
29	SportsNet	59	FS1
30	ACC Sports	60	Hallmark Channel
31	Golf	61	Discovery Channel
32	CNN	65	Channel Listing
33	CNN Headline News	96	C.A.R.E. Channel (Relaxation)
34	FOX News Channel	97	C.A.R.E. Channel (Guided Imagery)
36	CNBC	99	UPMC Special Message
37	TLC	133	HDMI 1 (LG TVs)
38	Freeform		



AMENITIES AT UPMC PRESBYTERIAN

Scan the QR code or visit [UPMCPresbyterian.com/Amenities](https://www.upmc.com/presbyterian/amenities) for more information about hospital amenities and hours of operation.



Dining

Diet plays an important role in your recovery, and we want to make sure you have the best diet to fit your needs and physical condition.

UPMC Presbyterian – Nutrition Services will visit you to take your order.

UPMC Montefiore – Call **412-864-1800** to order meals and select your delivery time.

Guest Trays

Guest trays are available for support persons. Please have them ask the host or hostess for a guest tray when they come to take your order. Payment for the guest tray is due upon order.

UPMC Presbyterian

Cafeteria – Located on the 11th floor.

Starbucks® – Located on the 1st floor near the gift shop.

Market C – Located on the 11th floor outside of the cafeteria. Open 24/7.

Vending Machines – Located in the 1st floor lobby of the Biomedical Science Tower, 2nd floor Surgical Waiting Lounge, and 1st floor Emergency Department Waiting Area.

Farmer's Fridge – Selection of freshly prepared salads. Located on the 11th floor in the cafeteria seating area.

1:11 Juice – Selection of local, fresh, cold-pressed juices. Located on the 11th floor outside of the cafeteria.

Gift Shop – Located on the ground floor lobby.

UPMC Montefiore

Cafeteria – Located on the 4th floor.

Market C – Located on the 4th floor outside of the cafeteria. Open 24/7.

Brick Side Eatery – Located on the 7th floor behind the gift shop.

Gift Shop – Located on the 7th floor near the main lobby.

Wireless Devices and Internet Access

We offer free wireless Internet access for all patients and support persons. To connect, follow these 3 easy steps:

1. Go to “Wi-Fi” or “Network Connections” on your laptop or mobile device.
2. Choose “**UPMC Guest**” to connect.
3. Press “accept” to verify that you have read and accepted the Acceptable Use Policy.

Please read and follow all signs posted in the hospital about restrictions on the use of cell phones, computers, and other wireless devices.

Rx Express

You may be able to receive your prescribed medicines before you leave the hospital. Ask a care team member to learn more.



DISABILITIES RESOURCE CENTER

The UPMC Disabilities Resource Center (DRC) makes sure that health care is accessible to people with disabilities, including those who are deaf, hard of hearing, blind or have low vision, or those with mobility, speech, intellectual, cognitive, or behavioral disabilities. We offer accessibility, communication, and hearing assistance resources. Please let a staff member know of your needs.

Service Animals

Service animals as defined by the Americans with Disabilities Act are welcome in all public areas within UPMC facilities and your room. Animals must be housebroken and under the control of their owner. If the owner is unable to care for the animal during their stay or visit, another person must be designated to do so. UPMC staff are not required to care for service animals.

For more information, visit [UPMC.com/DRC](https://www.upmc.com/DRC) or call **412-605-1483**.



SPIRITUAL CARE

Spiritual Care is available to persons of all faiths. We know that your faith can be a great source of healing and comfort during your stay. We offer spiritual support to patients and their support persons by identifying the spiritual and emotional needs of all who desire our services. We are here to:

- Offer prayer, religious services, rituals, and sacraments
- Respond to crisis and emergency situations
- Assist patients and families to contact their clergy, spiritual advisor, or faith community
- Offer scripture and devotional items from different faith traditions

To place a request for Spiritual Care, please call **412-647-7560**.



PATIENT RELATIONS

Our Patient Relations coordinators are available to assist with any questions you may have about your care. If you are unable to resolve your concerns with your health care team, we can help. Please call **412-647-7615**.



PARKING VALIDATION

For parking validation, show the parking ticket at the information desk in UPMC Presbyterian's main lobby or UPMC Montefiore's 7th floor main lobby.

- Patients receive free parking on the day they leave the hospital.
- Patients who park in a UPMC garage are eligible for a flat parking rate for up to 24 hours.
- Support persons who park in a UPMC garage for 4 to 24 hours are eligible for a flat parking rate.
- On the 11th day of the patient's stay, 1 support person may receive a discount.

For more information, call **412-647-3194** or visit [UPMCPresbyterian.com/Parking](https://www.upmc.com/Presbyterian/Parking).



YOUR CARE TEAM

Doctors (Including Fellows, Residents, Intensivists, and Hospitalists)

Doctors (MD or DO) diagnose, prescribe treatment, and are responsible for all aspects of patient care. They also supervise and train members of the care team. Doctors will consult with a specialist if needed.

Advanced Practice Providers (Nurse Practitioners and Physician Assistants)

Advanced practice providers may include nurse practitioners, physician assistants, and others who support the work of your doctors by helping them treat patients, perform procedures, and document your care. They may accompany your doctor or see you separately.

Nurse Leaders (Unit Directors and Clinicians)

Unit directors manage the unit and staff. Clinicians assist the manager with their responsibilities.

Registered Nurses and Licensed Practical Nurses (RNs and LPNs)

Nurses provide care while working closely with your doctor(s). Care includes your physical care as well as giving and teaching you about your medicines, illness or procedure, and what you need to go home and stay well.

Patient Care Technicians (PCTs) and Nursing Assistants (NAs)

Patient care technicians and nursing assistants provide your physical care. They help you to the bathroom, take your temperature, blood pressure, and pulse, draw blood, and provide other care that you may need.

Patient and Family Concierges (PFCs)

Patient and family concierges are here to help with non-clinical tasks during your stay. They will guide you and your support person(s), bring meals and snacks, make sure your room is in good condition, and help with transport at discharge.



VISITING INFORMATION

Visits from others are important for your recovery. We call visitors **support persons**, who have specific and important duties. The support person communicates with the care team, participates in bedside shift report, reviews the communication board, participates in discharge planning, and communicates to other family members and friends.

Support persons may include, but are not limited to, a spouse, domestic partner, family member, or friend. You can also change your mind about who you wish to visit you at any time.

Please ask a care team member about the current visiting hours and guidelines or go to the visitor information webpage at [UPMC.com/PresbyterianVisitors](https://www.upmc.com/presbyterianvisitors).

Patient Identification Number (PIN)

To make sure we give you updates and information in an organized way, we ask that 1 support person be responsible for calling and receiving updates about the patient's condition. This person will be given a pin number that will be needed to get information about the patient. This helps protect patient privacy.



UPMC Presbyterian
200 Lothrop St.
Pittsburgh, PA 15213
412-647-2345
UPMCPresbyterian.com

Scan this QR code to
visit **UPMC.com** for
more information.



IMPORTANT PHONE NUMBERS

Admissions, Patient Access, and Registration	412-647-3628
Billing	1-844-591-5949
Condition Help	412-647-3131
Family House	412-647-7777
Gift Shop	412-647-3181
Hearing Assistance	412-647-7615
Language Interpretation Services	412-648-6262
Medical Records	412-647-0357
Nutrition Services	412-647-8001
Parking Operations	412-647-3194
Patient Relations	412-647-7615
Security	412-647-3191
Spiritual Care	412-647-7560
Volunteer Services	412-648-6105

 Created with input from the UPMC
Patient and Family Advisory Council (PFAC)

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, gender expression, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.